



500 East Front Avenue  
Bismarck ND 58504-5685  
(701) 328-6010 1-800-777-5033  
E-mail: [jpbeker@wcb.state.nd.us](mailto:jpbeker@wcb.state.nd.us)  
[www.ndworkerscomp.com](http://www.ndworkerscomp.com)

## CLAIMS MANAGEMENT PROCEDURES

### Small Account Safety Incentive Program (SASIP)

**If an employee experiences a workplace injury that results in medical treatment, please follow the claims procedures listed below.**

- 1. Assist your injured employee in obtaining prompt medical care.**
- 2. If the injury results in a claim, file it with North Dakota Workers Compensation (NDWC) within 24 hours.** A claim can be filed by using one of the three following methods:
  - 1) **Online** – visit our web site at [www.ndworkerscomp.com](http://www.ndworkerscomp.com) for instructions;
  - 2) **By hand** – complete the Claim Form Packet with your employee, when possible. Both you and your employee should answer all questions fully and honestly, **sign and date the forms**, and return them to NDWC as quickly as possible (either by mail or by fax at (701) 328-3820; or
  - 3) **Telephonically** – call 1-800-777-5033 24 hours a day/weekends/ holidays (the form we use to telephonically record the claim will be sent to the injured worker for signature – it should be returned to us as soon as possible).
- 3. Determine the ‘causes’ of the injury and take prompt corrective actions to prevent it from happening again.**
- 4. Stay in contact with the injured worker, employer, and medical provider. It is important to help the injured worker continue to feel that he or she is an important asset to your company.**
  - Communicate with the **injured employee** after the initial medical treatment and after all ongoing medical treatment. Help the employee continue to feel he/she is an important asset to your company. Explain to the injured worker what Workers Compensation benefits may be available to them.
  - Communicate with the **medical provider** to assist you in determining if the injured worker can return to normal duties or restricted duties.
  - Communicate with the **Customer Service Department** with any questions or concerns regarding any given claim.
- 5. If the doctor restricts your injured worker’s work, provide transitional work when available.**
  - A transitional work plan will allow injured workers who are temporarily or partially disabled to remain in the workplace in a modified or alternate work capacity until he or she has recovered sufficiently to return to the regular job.

**If you have questions regarding the above information, please contact our Customer Service Department at (701) 328-3800 or 1-800-777-5033.**